

Parent Handbook
&
Center Policies
Hello Friends Childcare Co.
2025/2026

Group Child Care (Under 36 Months)
111 JACKLIN ROAD, VICTORIA, BC, V9B 3X7

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Dear Parents and Guardians

WELCOME!

Hello Friends is a Centre that provides a nurturing environment for a child. It is vital and important to provide LOVE, SUPPORT, NURTURE AND A STRONG SENSE OF BELONGING IN A CHILD'S LIFE. At our Centre the core principle is providing the children with emotional support, spending quality time together, and encouraging them to express their feelings and develop their skills.

What makes Hello Friends a one-of-a-kind space for infants, toddlers, preschoolers and parents? Parenting never used to be and was never intended to be a one- or two-person job. It does take a village to raise a child. Since we no longer live in villages, creating a community for our children is vital to creating a nurturing environment. When children are given what they need to build a solid foundation in the early years, they have more strength to deal with whatever comes their way later. At Hello Friends we understand that while the parents are at work, their children will be creating strong bonds with their care providers, friends and peers, creating our own village and strong sense of community.

DETAILED DESCRIPTION OF OUR PROGRAM

Our Centre is designed to harness the early minds with programs such as Art and Languages (English, Spanish, Hindi, Punjabi, Mandarin, Korean). Music and Movement Dance Party are also part of our fun curriculum and vital for developing gross motor skills.

We take pride in having carefully crafted a curriculum that will ease the transition from the infant stage into their school years.

Our focus on inclusivity and uniqueness allows us to understand that children are multi-modal and have several preferences of learning techniques.

Some can be visual learners in some situations, but auditory in others. We all do not study or learn the same way; at Hello Friends we will work to understand what type of learner your child is and connect with that learning style.

Our Centre offers a variety of programs such as Montessori, Reggio Emilia, and Play-based Learning, all carefully crafted together.

Our amazing app also allows our educators to follow the Funshine Curriculum for daily themes and new content.

The HFCC Academy Program is our amazing new program, brand new to the 111 2787 Jacklin location, 20% kindergarten preparedness program, ABC's, Numbers, Phonics, fine and gross motor skills, comprehension skills & more lead by our ECE & teacher. 80% of outdoor learning is strongly encouraged, thanks to the beautiful weather of our Island. Designated Arts & Crafts Program lead by our fine arts educators.

Registration Policy & Procedure

- o At Hello Friends, we reserve the right to accept our families based on how we feel the child will thrive with our current group; to ensure maximum enjoyment for all children and staff.

Acceptance into our center will be determined by either successful communication or after a meet-and-greet with both parents/guardians and child interview with the manager.

- o We reserve the right to enforce up to 2-months probationary period to determine suitability of the child in the center (deposit to be allocated when placed on probation).

- o Accepting a full-time spot does NOT guarantee a permanent place.

Registration is not complete, and care will not commence until all the paperwork is received and completed along with the required enrollment fees.

- o We ask that you please keep us informed of any changes to your address, phone numbers, email addresses, emergency contacts, doctors, or persons authorized to pick up your child. This information is required by Licensing and will also assist us in ensuring your child's safety and making quick arrangements when children are ill or in an emergency.

Hours of Operation

Hours of operation are 7:00 am to 5:00 pm, Monday through Friday, except for holidays or emergency/service interruptions listed below.

Please contact the Centre before 8:00 am if your child is absent or will be late due to an appointment via the app.

(THIS IS MANDATORY)

Please always ensure that a staff member is present and available to welcome your child when dropping off. Please be prompt when picking up your child, our closing time is 5:00 pm, and parents are expected to be leaving the Centre at 5:00 pm not arriving to pick up.

If you wish to speak to our educators, make sure to allocate time prior and within the time-frames specified above.

Early Drop-Offs & Late Pick Ups

Early Drop-Offs are not allowed under any circumstance, due to insurance liabilities, our doors open at 7:00 am from Monday to Friday.

Late pick-up is stressful and difficult for your child and for us, whose personal commitments after work are valued. Please be respectful of the Centre closing time.

If your child is picked up after 5:00 pm, you will be asked to pay a late fee of \$50.00 for anytime from 1 minute to 30 minutes. This fee will be automatically added to your next month's fees.

After 3 late pick-ups, your family will be given written notice.

Should late pick up recur you will be given a 60- day termination of care or in the time the deposit was given for or used if any, at the time of registration.

Please note: If you are not at the Centre by 6:00 pm and have not spoken to or called us regarding your delay, nor your emergency contact has picked up your child, it is our duty to call the social worker on duty with the Ministry of Children and Family Development.

You can phone the Ministry of Children and Family Development at (250) 310-1234).

Service Interruption Policy

Emergency Closures and Service Interruption Policy

We reserve the right to close the Centre or suspend services due to reasons beyond our control, including but not limited to staff shortages, weather alerts, snow days, pandemics or outbreaks, floods, power outages, earthquakes, fire, health emergencies, teacher strikes, and moving.

In the event of an emergency closure, an email and text message will be sent via our app to notify you that your child should be picked up immediately.

There will be no refunds for emergency closures and/or service interruptions. However, in the event of more than 30 consecutive days of an emergency closure or service interruption, refunds/credits will be determined on a case-by-case basis. Full fee refunds for the entire closure time cannot be given due to ongoing operating costs (rent, insurance, staff wages, etc.)

Staff Shortages due to illness, when possible, rotational closure will be implemented to minimize the impact on families; until full staffing is available. Hello Friends Childcare Co. reserves the right to close the center should staff are unable or be unsafe to travel to the center or when Sooke School District 62 closes due to road conditions or inclement weather. Please monitor your emails and text messages for any updates. An email and text message will also be sent via our Lillio app as soon as possible.

Fee & Repayment Policy

Fees reserve a childcare space and are not adjusted for days missed due to illness, family vacation, Christmas closure, summer closure, professional development days, statutory holidays, service interruptions, emergency, and nonemergency closures. Fees have been averaged over a calendar year and divided into 12 equal monthly payments for your convenience.

Please revise the non-refundable enrollment fees required at the time of registration.

Fees can only be paid by monthly preauthorize debit (form is found on our website or ask the admin).

Fees are due on the first of each month. If fees are not fully paid by the 5th of the month, you will receive a late fee notice. If you do not respond to the late fee notice within 7 calendar days of its receipt, we will allocate 1 month of your deposit fee or until our fees are covered, should fees not be received after the deposit has been allocated or repaid back within 1 month after, your account will be in put for immediate suspension.

Fees are due in full regardless of separation or divorce agreements or arrangements, parents are both accountable for fee payments, however payments may be made separately. Late payment and termination policy will apply even when only one parent is in default or in late payment status.

We will try our best to work with you and never suspend childcare, but we must also prioritize the center's expenses and our staff's income. Failure to pay will result in permanent termination of care by the Centre.

As per our CFRI contract, we reserve the right to increase childcare fees on a yearly basis. Increases will be applied as of April 1st of each year. approved by CFRI. A notice will be provided in writing with an explanation of the new fees.

Tax receipts are provided at the beginning of the following fiscal year.

We are NOT A NUT FREE CENTRE. A 30-day notice will be provided in writing. should we feel your child's safety of any food allergy in our centers.

Withdrawal & Termination

WE REQUIRE 8 WEEKS or 2 MONTHS' WRITTEN NOTICE WHEN WITHDRAWING your child from the Centre. This includes withdrawal made prior to commencement of care. There is no reduction in fees due to an early withdrawal.

Hello Friends Childcare Co. reserves the right to terminate care should we feel unable to support your child, if we feel that our services do not meet your expectations or if we feel a child is not thriving in our facility.

If your child is demonstrating behavioral issues like physical harm to themselves or others, repetitive biting, inappropriate actions or gestures towards peers or educators, no notice will be provided, and care will be terminated. If a child puts themselves or others at risk, you will be asked to pick them up immediately and care may be suspended or terminated without notice.

Hello Friends Childcare Co. will not tolerate any verbal or physical abuse from any parent, guardian, or child. Bullying and harassment from parents/guardians towards any staff member or other parents is not tolerated and will be grounds for immediate termination.

No refunds will be provided for any termination or breach of our policies and procedures except those given for the last month of care within the 60-day refund period.

CCFRI

Childcare Fee Reduction Initiative CCFRI.

Hello Friends does participate in the BC Childcare Fee Reduction Initiative also known as CCFRI. Childcare providers must apply to receive funding. Parents do not need to apply. Funding agreements are subject to annual renewals. Providers applying to CCFRI are not required to reduce their parent fees until they receive written approval from the Childcare Operating Funding

(CCOF) program. Should the application process be delayed, interrupted or contract not renewed for any reason, it is the parents' responsibility to cover the full fees until a contract renewal has been approved or a contract agreement has been reached, and funding has been received. HFCC will then apply appropriate credits or refunds to your account. HFCC does reserve the right to refuse to renew this funding agreement should we feel that our values are not respected, and overhead operational costs are not being covered through required fee increases.

ACCB

Affordable Childcare Benefit

Childcare Subsidy, administered by the Ministry of Children and Family Development BC Provincial Government, is a monthly payment that helps eligible British Columbia families with the costs of childcare. Families fill out an application and provide supporting documentation to apply. Once the family is approved and authorization is established, we will receive an authorization number and billing forms. Childcare cannot start until the authorization number and billing forms are received unless the parent agrees to pay the regular fee. Please maintain contact with the Centre during your subsidy renewal process. Please be aware that absences of more than 10 consecutive days may result in subsidies not being paid by the ministry during that time. You will be responsible for paying the full childcare fee should your subsidy renewal not be done on time or if subsidy is terminated.

AUTHORIZATION

Parents are required to indicate the name and phone number of all authorized individuals who are clear to pick up the child. Only people designated to pick up a child will be allowed to do so. The parent/guardian is required to notify the Centre in writing if someone else, other than the authorized people, will pick up the child. Please provide a name, phone number, and description of the person. The person will be asked to show photo identification. Should an unauthorized person try and pick up, police may be called for assistance.

Safe Release

If we feel that the person picking up a child is impaired in any way, we will offer to call another authorized pick-up person or a taxi to provide both the child and pick-up person with a safe ride. If we believe the child's safety is at risk, we will call the police and the Ministry of Children and Family Development. **Custody & Related Court Orders**

We cannot become involved in the marital or custody issues of the families that we serve. If a custody or court order exists, a copy of the order needs to be placed in the child's file. The guardian is responsible for providing up to date and accurate information concerning the legal guardianship of the child. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling parent.

If the non-enrolling parent is not listed on the pick-up list, the policy on unauthorized persons will be implemented. The child's legal guardian will provide all consents.

Emergency Care

You are required to provide emergency contact information for your child, including the child's physician and the parent authorization form to Hello Friends Childcare Co. to consent to medical treatment if you cannot be reached. All information to be held on file must be current and updated by you as necessary. Ultimately, the care of a child who is ill is the parent's responsibility and every effort will be made to contact you or your emergency contact to come and pick up your child. We will endeavor to keep the child calm and comfortable until your arrival. In an emergency, emergency services will be contacted, and the child will be taken to the hospital. All efforts will be made to contact you or your emergency contact immediately.

Toileting & Toilet Training Policy

A child is considered fully trained when they no longer have frequent accidents. When toilet training, if/when a child has 3 accidents we will make use of the pull up and support your child to continue to use the potty to relieve themselves.

We will work with you to the best of our abilities, while maintaining health and safety as our priority to ensure the classroom remains clean and free of any organic matter.

A care plan will be put in place with your educator, to work with potty training, but this must be first prioritized and introduced training at home.

Immunizations

You will be asked to provide information on your child's immunization status on enrollment in the facility, (including if your child is not immunized). It is recommended that all childhood immunizations be kept current.

Inclusive Approach

Hello Friends Childcare Co. has an inclusive-based approach and works to be a safe space for all families and children; we will not tolerate acts of racism or bigotry towards any parent, child, employee, or community member. Any such acts may be subject to immediate termination of care. At Hello Friends we welcome all families regardless of race, culture, status, religion, or sexual orientation. We foster an environment of well-being and belonging.

Health & Wellness Policy

The health and well-being of the children is our first concern. To promote a healthy environment, we will ensure that:

- Proper hygiene is practiced and maintained.
- Proper handling and disposal of diapers and materials that may have encountered blood / body fluids.
- Proper hand washing techniques are used by all children and adults.
- Families are informed of any outbreak of contagious diseases.
- Perishables are stored in the refrigerator at 4 degrees Celsius or below.
- Tissues and wipes are provided as needed.
- Clean clothes and bedding are provided as needed.
- There are daily opportunities for outdoor play (weather permitting).

Nutrition Requirements

There are requirements in the Child Care Licensing Regulation to ensure appropriate food and drink are provided to children in licensed facilities. Here are some suggestions to help us comply with those requirements: For Snack Time:

Foods from at least two food groups for each snack (for example: one medium sized fruit and $\frac{3}{4}$ cup yogurt).

Foods from three or four food groups at each meal (for example: grilled cheese sandwich on whole wheat toast and an apple).

Healthy choices from Canada's Food Guide most of the time, while limiting foods and beverages high in calories, fat, sugar, or salt (sodium).

We will work with the parents to ensure children are bringing nutritious lunches and snacks.

Feeding infants and toddlers:

These groups will be sitting individually, in small groups, to permit them to eat at their own pace.

We respect that children's appetites vary, and what they have eaten before they arrived may have an impact on this.

We respect each child's choices around food and provide a safe environment during snacks and meals through active supervision, for example: Participate in a variety of ways when children are eating and drinking. This will ensure safety, learning and a built-in opportunity to make personal connections with children of all ages.

We do not use food to punish, reward, or for making "deals" with children.

Food Allergies

Food Allergies/Allergies It is imperative that you inform us of any allergies. We will do our best to meet some special dietary needs or allergies on a case-by-case basis. Hello Friends Childcare Co. reserves the right to refuse enrollment or terminate care of an enrolled child that develops or has severe or multiple food allergies. Should our staff feel unable to support a severe food allergy, notice to terminate care will be provided and care will be terminated immediately, this measure is to ensure the health and wellbeing of the affected child.

We are NOT a nut-free Centre

*** Care plans will not be implemented with the parents should a child have an anaphylactic allergy to peanuts or nuts and care will immediately be terminated. ***

Any anaphylactic allergies that require an EpiPen must have an accompanying Permission to Administer form as well as an anaphylactic form completed. A detailed plan outlining the allergen, and symptoms your child usually experiences as well as the course of action to be taken by providers must be outlined on our anaphylaxis/allergy action plan. A prescribed EpiPen must be provided, and care plans revised, signed, and updated yearly. Any allergies, food or otherwise, need to be communicated to daycare and an allergy form must be completed.

Communications Policy

All communication between educators, management, and parents must be transmitted via daycare email:

info@hello-friends.ca

Lillio App

Parent Group Chat

The use and exchange of personal phone numbers, emails, and text messages between educators and parents are NOT PERMITTED.

Emergency Drills

All staff members are trained in the use of fire extinguishers, gas line shut off valve, hydro and water shut off locations, and the furnace shut off.

Children will be taught what to do in the case of fire, earthquake, and other emergencies.

Evacuation procedures will be practiced once a month.

A simple diagram of exit paths from the facility to the meeting place is posted along with all emergency phone numbers. The designated meeting place outside the facility has been assigned.

We are familiar with resources and emergency support within our community.

A buddy system will be adopted and practiced regardless of the number of children in our Centre.

Emergency Preparedness

The need for emergency planning and preparedness is vitally important for everyone and therefore the childcare facility has developed a plan that will meet the needs and areas uniquely. There are many hazards or disasters which could impact childcare. These hazards or disasters could include earthquakes, floods, blizzards, chemical spills, power outages, forest fires or explosions. As childcare providers, it's our responsibility to ensure that our Centre is a safe environment and that we promote safe practice and injury prevention among children. We always practice active and proximal supervision both indoors and outdoors, that is appropriate to the child's level of development. There is an emergency evacuation policy that is reviewed, practiced, and recorded on a regular basis with all our staff and children.

Safety Equipment

First aid kits and earthquake preparedness kits (enough water and food to last more than 72 hours), attendance records, a pen or pencil and emergency information cards for each child are kept beside the exit door of each classroom for quick and easy access.

Emergency supplies available at the Centre:

First Aid Kits

Blankets & Extra Clothing

Water (At least four liters per person)

Flashlights & Spare Batteries

Papers & Pencils

Paper Towels, Wet Wipes, Hand Sanitizers, & Diapers

Family Roles & Responsibilities

Bring all complaints, concerns, or problems directly to Management.

- Inform us of any changes in your address, phone numbers, employment, or emergency contact information.
- Inform us of any changes in family situation, custody arrangements or access to parents.
 - Inform us of any changes in care hours or days needed, or drop-off and pick-up times.
- Inform us of any illness or contagious diseases that might affect the other children or members of our family.
- Respect the privacy and need for confidentiality of other children in care and their families.
 - Respect our property.
- Ensure you will pick up your child at the agreed upon time.
- Provide us with the name of an emergency back-up person.
- Provide us with authorization to get emergency medical care for your child.
- Ensure that your child is brought to Centre well rested, fed, healthy and clean.
- Provide us with sufficient and appropriate diapers, clothing, and supplies.
- Respect other children in care and their families.
- Provide us with the agreed upon notice before removing your child from our care.
- Ensure that you have read and understand the childcare policies and handbook and have signed all documents as required.

Guiding Children's Behavior Policy

The goal of guiding children's behavior is to assist children in developing respect, self-control, self-confidence, and sensitivity in their interactions with others. Guiding children's behavior is an ongoing process and is done while appropriate behavior is occurring, as well as before, during, and after socially unacceptable behavior is displayed. Positive guidance techniques will be used to encourage appropriate behavior. They include:

- Establishing clear, consistent, and simple limits
- Focusing on what triggers the behavior
- Stating limits in a positive way
- Stating what is expected, rather than posing questions
- Reinforce appropriate behavior, with both words and gestures

Allowing time for children to respond to expectations. Encourage children to come to us as a resource when they cannot resolve issues on their own.

When occurrences of inappropriate behavior arise; it is at these times that there may be a need to intervene. The following intervention strategies, or a combination of the strategies, will be used to help ensure that guidance is supportive:

- Gain attention in a respectful way
- Acknowledge feelings and remind limits
- Remind children of the appropriate behavior
- Redirect or divert when appropriate
- Offer appropriate choices
- Model problem-solving skills
- Use natural and logical consequences

Provide opportunities for children to make amends. Any serious concerns will be discussed with the family so that we work together to encourage appropriate behavior, care plans may be implemented in collaboration with the family and educators. There will not be physical acts of punishment, isolation, humiliation or withholding of basic needs. The well-being of all the children in our care is very important and a priority for us. Parents may be called to pick up on a case-by-case situation should we require assistance.

ILLNESS POLICY

Families are to keep their child(ren) at home or to seek alternate care arrangements for the following conditions:

- Pain - any complaints of unexplained or undiagnosed pain; must be symptom-free before returning to the Centre.
- Cough, difficulty in breathing/wheezing, child must be clear of all symptoms before returning to the Centre. A child with a mild intermittent lingering cough may be considered to return to care after an 8-to-10-day period from onset of symptoms. A doctor's note may be required for more severe lingering coughs.
- Fever of 100.4 F (38.0 C) or more. Your child **MUST** be kept at home until all symptoms have stopped for at least a 48-hour period without the use of fever suppressants. If a fever is registered at daycare, staff will check both ears with 2 different thermometers, register the temperature in Lillio app and email/call parents for prompt pick up. (Within 30 mins)
- Sore throat or trouble swallowing.
- Infected skin or eyes, or an undiagnosed rash; A doctor's note will be required before the child can return.
- Headache and stiff neck (should see a physician).
- Unexplained diarrhea or loose stool (may or may not be combined with nausea, vomiting or stomach cramps). These symptoms may indicate a bacterial or viral gastrointestinal infection which is very easily passed from one child to another via the fecal-oral route. Your child should be kept home until all symptoms have stopped for a period of at least 48 hours. Should these symptoms happen at daycare, parents will be contacted, and a prompt pick is expected. (Within 30 mins)
- Nausea and vomiting. Your child should be kept home until all symptoms have stopped for at least a 48-hour period. Should these symptoms happen at daycare, parents will be contacted, and a prompt pick is expected. (Within 30 mins).

ILLNESS POLICY

- Severe itching, dry skin of either body or scalp if caused by head or body lice or scabies; child must be free of any head lice and have been given proper hair treatment before returning to the Centre.
- Children with known or suspected communicable diseases. A doctor's note will be required before the child can return.
- If you seek medical attention for your child and they are required to go on antibiotics, they need to remain home for 24 hours after starting the antibiotics, to ensure no reaction occurs and time for the medication to take effect. Children will only be allowed to return after full recovery and are able to participate in daily activities.
- Hello Friends may choose to administer medication on a case-to-case basis, while your child is in care, a Permission to Administer Medication Form must be completed, and the medication must remain in its original prescribed bottle with clear instructions. We suggest a secondary bottle be obtained from the pharmacy to keep at home, and one for daycare.
- Antibiotic eye drops will not be administered at daycare, should your child require eye drops or ointment, you can come in to administer during the day, alternately you can keep your child home until they have completed the course.
- Should a reaction occur, if it is in the form of a rash, your child must be picked up immediately, and you must seek medical attention. A written note or doctors' clearance in the form of a medical note must be given, prior to returning to care.

ILLNESS POLICY

You must inform us within 24 hours of:

- The diagnosis of a serious illness or communicable disease in your child, or
- The exposure of your child to a serious illness or communicable disease in any other member of your family. You should inform us about this diagnosis or exposure, so we can warn other families about the potential spread of illness or disease. We will call our local health authority for advice in situations like this. We are required by law to immediately notify you of a child who becomes ill while in our care, as required by the Childcare Licensing Regulation, B.C. Reg. 319/89. We are required to notify the local Medical Health Officer within 24 hours of it coming to our attention that a child enrolled in the facility has a reportable communicable disease. Appropriate follow-up measures by the health authority will then be taken if necessary. This is a requirement of the Childcare Licensing Regulation, B.C. Reg. 319/89

In Summary, a child must be kept at home (or taken home) when a child is suffering from one or more of the above symptoms; or is not well enough to take part in the regular program. Hello Friends Childcare Co. reserves the right to exclude a child from care based on health concerns that would compromise the overall health of the group or educators, a doctor's note may not always be sufficient in granting you medical clearance to attend.

Parents/guardians contacted for pick up in the event your child is ill and or unable to participate in their daily routines.

Parents/guardians will be contacted via phone call, email or text message through our Lillio app. Parents/guardians are expected to be picked up within 30 minutes or send an authorized person to pick up within 30 mins.

Rest Time

All the children in our Centre have rest time. Children are not required to sleep but are expected to rest quietly on mats for 30 - 40 minutes, after this time a quiet activity will be provided for non-nappers.

If your child feels more comfortable with a stuffed animal, please bring it along for rest time.

Screen Time

The use of screen time is for educational purposes only; as per licensing regulations the allowed time should not exceed 30 minutes for children over 2 years of age.

Active Play

Children are provided outside playtime twice daily. They have at least 3 hours of outdoor playtime everyday rain or shine, please ensure they always have adequate and weather appropriate clothing.

Care Policy

Thoughtful consideration and good communication with families and among all staff is important to establish consistent and appropriate supervision. Families should be invited to express their views about their children's supervision. Policies and procedures should be developed and reviewed regularly. Active and Positive Supervision Care providers who are involved, aware and appreciative of children's behaviours are in the best position to safeguard their well-being.

Supervision

At HFCC our Care providers are involved, aware and appreciative of children's behaviours; they are in the best position to safeguard their well-being.

- Know its child's abilities.
- Establish clear and simple safety rules.
- Be aware of potential hazards.
- Position themselves strategically.
- Scan and Circulate
- Focus on the positive rather than the negative
- Redirect

Parks

Children also visit the local parks. All necessary safety precautions are taken when children are off-site, pinnies with daycare contact information are always worn when off-site and educators have everyone's emergency contact information, a first aid kit, water, and cell phone.

Smoking/Vaping

Smoking/vaping is prohibited on any part of our property. We also require that parents refrain from smoking when they are dropping off or picking up their children.

Privacy Policy

The privacy policy applies to personal information about the children in the care of the Hello Friends Childcare Co., their parents/legal guardians, their siblings, and other individuals who are involved in their care and upbringing (collectively, “the children in our care and their families”).

HFCC respects the privacy of the children in our care and their families, and we have a commitment to protecting the personal information of the children in our care and their families. For the purposes of this policy, “personal information” is defined as any identifiable information about the children in our care and their families, such as contact details, health information, living arrangements, background information, the child’s personal characteristics and behavior styles.

Personal information is only collected, used, and disclosed HFCC. in accordance with this Privacy Policy and the legal obligations imposed by the Personal Information Protection Act.

When enrolling your child/children in our childcare program, as the parent or legal guardian, you are asked to provide certain pieces of information for us to provide you and your child/children with the best possible service.

In addition to your contact details and the names and contact information of your family members, your child’s file will include information about your child, such as living arrangements, health information and special needs, personal characteristics, skills, and behavioral information, as well as incidents about the child as recorded by our staff.

Personal information is only collected for the following purposes:

- To identify the children in our care and their families.
- To monitor the health and well-being of the children in our care.
- To monitor developmental levels, skill acquisition and special needs of the children in our care.
- To establish a culturally sensitive and developmentally appropriate program for the children in our care.

- To understand the desires, concerns, and opinions of the children in our care and their families.
- To establish and maintain good relationships with the children in our care and their families.
- To provide the responsible childcare services expected of a licensed childcare program to the children in our care and their families.
- To manage and enhance our business and operations; and to meet legal and regulatory requirements.

HFCC will never collect more personal information than is needed to fulfill these purposes unless you have consented to such collection.

If disclosure of personal information is required for the safety of your child(ren), we will make sure that any required disclosures of personal information are made on a “need to know” basis, and where applicable, on a confidential basis, and in accordance with the Personal Information Protection Act.

Personal information is never traded, sold, or leased by us to any external companies. We may disclose personal information if necessary for the safety, health, and care of the children in our care and their families.

When sharing personal information, we release limited information as required for the function that will be performed by the representative on our behalf. We also ensure that every representative is clear on their obligation to protect personal information and only use the information for the purpose(s) for which it is being provided.

Having read this policy and by enrolling your child in our childcare program and by providing us with the personal information requested, you consent to the collection, use and disclosure of the personal information as specified herein.

If at any time HFCC uses or discloses personal information for purposes that have not been stated in this policy and that we do not feel are obvious to you, we will first obtain your express consent. We may imply your consent if we feel we are using your personal information for purposes that are obvious to you. For example, if you tell us that your child has a food allergy, we may not seek your express consent before providing this information to our staff. With written notice you may withdraw consent at any time subject to legal or contractual restrictions and reasonable notice.

You may contact us for more information regarding the implications of withdrawing consent.

In certain circumstances, personal information can be collected, used or disclosed without the knowledge and consent of the individual (or his/her parents/legal guardian) if it is clearly in the interests of the individual and consent cannot be obtained in a timely way.

If seeking the consent might defeat the purpose for collecting the information, such as in the context of an investigation of a breach of an agreement or a contravention of a federal or provincial law, or if there is an emergency where the life, health or security of an individual is threatened.

We retain personal information only as long as it remains necessary or relevant for the identified purposes, and in accordance with legal requirements.

Therefore, we will retain your child's file as long as your child is enrolled in our childcare program and for a fixed period of time thereafter.

HFCC retains and securely destroys personal information. Our retention procedure considers retention requirements for financial and insurance records, the statutes of limitation relevant to injuries that occur while children are in our care, as well as the requirements under provincial laws.

We have procedures and policies in place to ensure that personal information, in both paper and electronic format, are protected against the risk of loss, theft, unauthorized access, disclosure, copying, modification or destruction HFCC strives to maintain accurate records of your personal information; however, this cannot be achieved without your help.

In this ongoing effort, we ask you to provide us with up-to-date information.

If you feel a record in your child's file is inaccurate or incomplete, and we agree with your assessment, we will promptly correct or complete the information.

Any unresolved differences as to accuracy or completeness will be noted in the file.

Earthquakes

Earthquake preparedness drills will be performed once a year to reinforce children's knowledge of our meeting place and safety rules. Earthquake Drill Procedures:

- Announce to the children to STOP what they are doing and that we are conducting a Earthquake Drill. "EARTHQUAKE"
- Instruct the children to move quickly under a table or under any sturdy surface, a sturdy doorway facing away from windows, then DUCK, COVER & HOLD.
- The adults will count to 60 and wait until the shaking has stopped.
- Instruct the children to line up and exit via the door to designated evacuation area.
- Take the attendance clipboard, cell phone and the emergency backpacks.
- Follow evacuation procedures, meeting at the designated end of the parking lot.
- We will take attendance before exiting the Centre and after reaching the meeting place to ensure all children are accounted for.

In the event of a real earthquake, we will follow the procedures above, however we will also:

- Once the shaking has stopped and we feel it is safe to do so we will exit from our safe spot. It is the adults' responsibility to walk around the classroom to ensure the room is safe for children to come out and exit the Centre if necessary.
- We will place "HELP" sign in the windows if we need extra assistance, or an "OK" sign, if we do not.
- Attempt to contact the Emergency Contact persons to notify parents of the whereabouts of their children.
- Wait for parents to collect their children.
- We will stay with children at all times.
- We will stay calm through the situation and help the children stay calm.
- We will follow any directions from an emergency responder.
- We will ensure all decisions are made in the safest way possible.
- We will provide as much information as possible to the parents, however, should you be unable to find us at the meeting place, please go to the local emergency shelter to find our location and status of any injuries. Please familiarize yourself with our emergency exits and designated evacuation areas. They are visible throughout the Centre.

Suspected Abuse or Neglect Policy

As a citizen of British Columbia, we are required to report any suspicion of child neglect or abuse to the Ministry for Children and Family Development at 250-391-2223 as outlined in the child, family, and community services act.

We will report any abuse we suspect that a child discloses to us or that a third party discloses to us. It is not our responsibility to investigate or question the circumstances of the suspected abuse.

We will not inform you or anyone else of any suspicions and subsequent reports to the Ministry. It is the Ministry's responsibility to investigate any report and to inform all those involved of their investigation.

The health and well-being of the children is our first concern.

Here are the steps we have taken to prevent abuse or neglect from occurring in our care:

- A criminal record check has been completed through the Ministry of Attorney General pursuant to the Criminal Records Review Act prior to all individuals 12 years of age or older being authorized to be present in our Centre.
- All parents have received a copy of the childcare policy handbook. You will be kept informed of all changes at the facility, for example, alternative childcare providers.
- Daily attendance records are to be kept for both children and care providers.
- We will ensure that all the children's records are accurate and complete. This includes emergency information, custody arrangements or issues and a list of individuals who are authorized by you to remove the child from the Centre.
- We will ensure that appropriate and consistent directions are used in guidance of children.

Suspected Abuse or Neglect Policy

- We will ensure that you are aware of the protocol for dealing with concerns (for example: discussion with person-in-charge, Licensing, Ministry of children and family Development)
- We have an open-door policy, and we invite and welcome parents to observe their child at any time. We will teach children how to protect their own personal safety and what to do in a potentially dangerous situation.
- We are aware of the role of licensing and the investigation protocol in childcare. If a child discloses abuse, they are to be supported, comforted, and believed.
- We provide watchful supervision of all the children and make sure that the children are always visible.
- We keep a log of any unusual behaviors, illnesses, or accidents.
- We will practice safety skills with the children by teaching them “stranger danger”, which includes: **Your body is your own, you will always be listened to and believed, yell loudly if ever in danger or in need of help, run away from danger, tell someone what happened at all times, and you don’t need to keep “bad” secrets, secrets.**

It is our responsibility and legal duty to report to the Community Care Facilities Licensing officer if we believe that an incident of child abuse has occurred in our Childcare Facility and involves a staff member, parent, or another child.

This Phone number is: 250-519-3401

Communicable Disease Prevention Plan Policy

COMMUNICABLE DISEASE PREVENTION PLAN AND POLICIES Childcare programs in BC are licensed and regulated through the Ministry of Health and the Vancouver Island Health Authority.

We also adhere to the recommendations of our Provincial Health Officer.

As a result, HFCC. may be directed by the Provincial Health Officer to close operations during a pandemic or other communicable disease outbreak.

HFCC will follow all the directives provided by the Ministry of Health and all other governing authorities.

The legal authority to close a childcare program for public health reasons falls under the purview of the local Medical Health Officer and the Provincial Health Officer, their decision overrules any decision to stay open that an individual daycare or parents may wish to make.

Childcare ratios are always required during operations, regardless of a pandemic or communicable disease outbreak. If employees are unable to come to work for illness or quarantine order and ratio is not able to be met, HFCC retains the right to temporarily close programs or classrooms and/or reduce operational hours and/or rotate days off between children.

This decision would be made as required to maintain compliance with childcare licensing regulations, and would be communicated with parents in writing, via email. We will do our best to minimize closures due to staff illness, when possible, by implementing our rotational closure policy (as per our regular health and wellness policy).

Fees during pandemic / communicable disease closures in the event of a short-term full closure or partial closure of the facility or programs be imposed by the Medical Health authorities/licensing or by the facility owners due to a lack of staffing during a communicable disease outbreak.

Fees are due in full on the first of the month, as per usual operations for a period of 30 days.

Fees payable during closures exceeding 30 days will be determined on a case-by-case basis.

Fee reductions such as the CCFRI or ACCB are provided through MCFD and may or may not be provided during required pandemic or communicable disease closures.

Parents may contact the MCFD office at 1 888 338-6622, to discuss MCFD's policy regarding CCFRI or ACCB payments; this decision is outside of HFCC authority.

Photography & Video Policy

Photographs and videos of children engaged in activities and experiences in the classrooms can provide the staff with valuable evidence to include in their observation journals.

These recorded images display the children's interests, their talents, their skills and their learning through activities and play.

Such media vividly portray what is happening in the Childcare and are an important part of documenting our programs and the children's progress, growth, and development.

To promote the safe use of Information and Communication Technologies, it is essential that when recording images of the children in our care their privacy, dignity and wellbeing are always essential.

It is essential that photographs and video footage taken must be stored appropriately to safeguard the children in our care.

This includes mobile phone photographs.

- Only camera, tablets or mobile phones owned HFCC. are to be used to take any pictures/footage within the childcare Centre or on a trip.
- Images taken should not put the child/children in compromising positions that could cause embarrassment or distress.
- All classroom teachers are responsible for the location of the camera(s). The camera(s) are to be always visible during operating hours.
- At the end of the day the camera(s) are locked away.
- All images must be saved on the childcare Centre's main server for a maximum of one year.
- Pictures and videos may be shared over the Lillio App
- Pictures may be printed and added to the children's observation journals.
- Camera's use is not permitted in bathrooms or changing areas.

All parents must consent to allow their children to have their photograph and video taken during special events or normal day-to-day activities organized at HFCC. For a child to have

their photograph and video taken, they must have a consent form on file at the childcare Centre.

If you do not want to have your child photographed, please do not hesitate to inform us in writing.

We will ask Childcare photographers and staff to honor individual requests not to be photographed.

Also, if you do object, please ensure that your child is aware of this.

To ensure the safety and security of all children, staffs, parents, and visitors, as well as the security of our daycare facility, HFCC is equipped with 24-hour video surveillance system and security cameras are installed in all hallways, rooms, outdoor play area, and parking lot and may conduct video surveillance of any portion of its premises at any time, the only exception being private areas of restrooms and dressing rooms, and that video/security cameras will be positioned in appropriate places within and around our daycare center facility and used in order to help promote the safety and security of people and property.

The following are just some of the many benefits of having security cameras installed in daycare centers.

- Security cameras keep children & staff safe & are a very effective deterrent of any crime.
- Owners/Managers can better monitor the entire facility and supervise/observe staff's interactions with children and with other staff members effectively. They provide peace of mind to our parents & staff. Because we respect the privacy of all children, parents, and staff in our daycare center, our video surveillance system/ security cameras are for internal purposes only, **and only the Managers and/or the owners are allowed to view our security cameras/ video footage. The video footage is kept on file for a period of 30 days, unless required for the purpose of an investigation or internal disciplinary matter.**

All videos will be stored on the Centre's internal server.

Our Locations

Main Office

Hello Friends on Camli
Multi-Age Center 0 -5 yrs
110 Camli Place, Langford, V9B 5V5

Hello Friends on Jacklin Rd
Group Child Care (Under 36 Months)
111-2787 JACKLIN RD, VICTORIA BC V9B 3X7

Hello Friends on Jacklin Rd
Group Child Care (Under 36 Months) 103-2787
Jacklin Rd. Langford, V9B 2X9

Manager

Jaspinder Kaur – jaspinder@hello-friends.ca

Centre Director

Lili Magdalek– lili@hello-friends.ca

